

Contract Management

Best Practices for Handoffs & Offboarding



Agenda



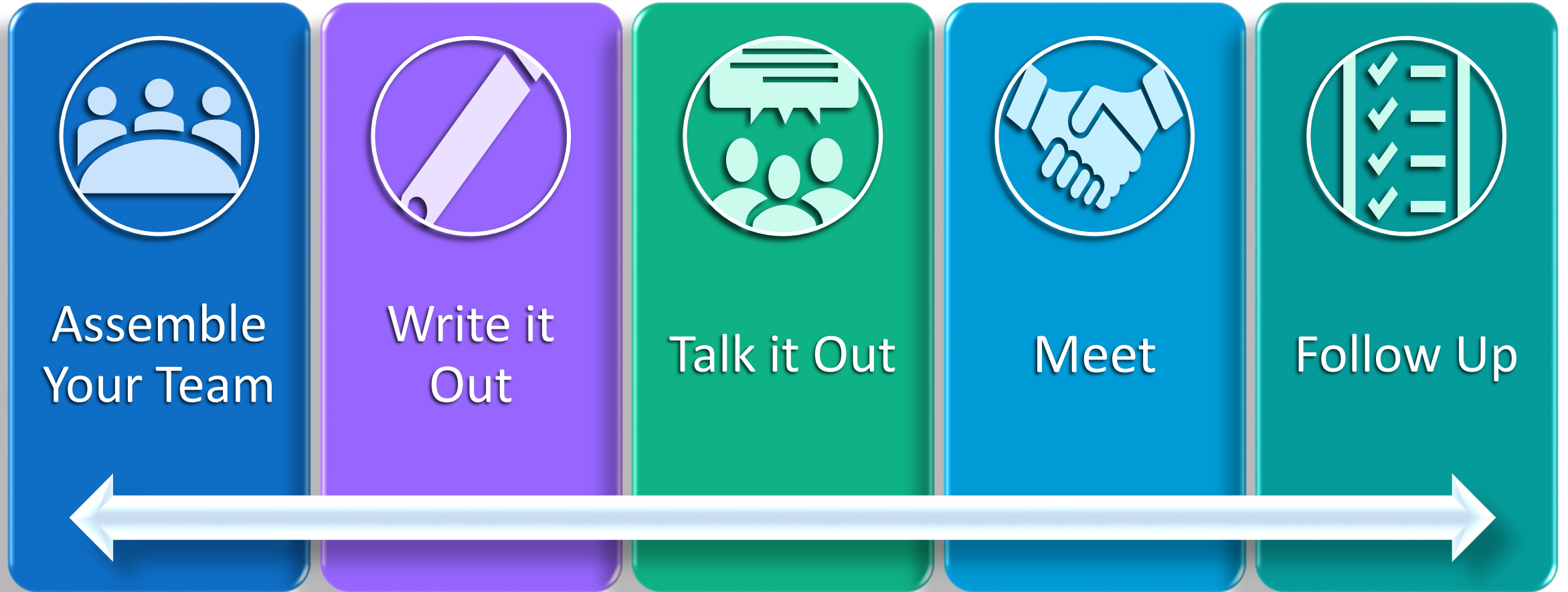
- Contract offboarding as a process
- Review best practices for contract transition, including:
 - Assembling a team
 - Solicitation development
 - Internal meetings
 - Contract kick-off meeting
 - Communication
- Hear about DCF's experience establishing best practices
- Hear about DWD's experience building to best practices
- Answer questions and share audience ideas and experiences

Contract Offboarding

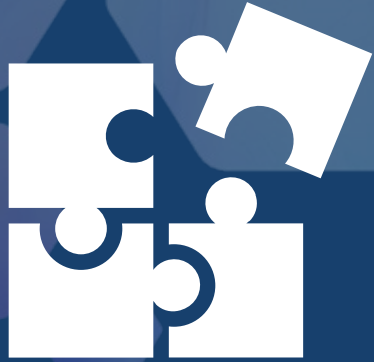


- A successful handoff from procurement to program staff:
 - Is a series of events, not a singular event
 - Includes involvement starting at solicitation development through contract execution
 - Is well coordinated, documented and communicated
- Contracts are not written or managed in a vacuum – *successful contracts require a team effort*

Best Practices for Contract Offboarding



Assemble Your Team



- Minimally, your team needs two primary roles:
 - Contract Manager (procurement)
 - Contract Administrator (program staff)
- Your team may also need:
 - Legal
 - Risk
 - Finance/Accounting
 - Assign roles/responsibilities
- Team members need to understand all roles, not just their own

Primary Roles Defined

Contract Administrator

vs.

Contract Manager



Contract Administrator (CA)

- Required by Administrative Code
- Manages program served by contractor
 - Ensures contract is followed
 - Documents non-performance
- Involved in defining scope of services, qualifications, specifications
- Consults with Contract Manager as issues arise

Primary Roles Defined

Contract
Administrator

vs.

Contract
Manager



Contract Manager

- Oversees all aspects of the procurement process
 - Reviews, issues and awards RFB/RFP
 - Facilities negotiations
 - Handles protest and appeals
 - Reviews contract
- Consults with CA throughout life of contract
 - Involved in problem resolution
 - Handles termination

Write it Out: Where to Start?



- Solicitation Development
 - Involve program staff early in the process to ensure solicitation will result in a contract that will meet their needs
- Determine needs by asking the following:
 - What is working in the current contract?
 - What could be improved?
 - What does a successful contract/program look like?

Solicitation Development

- Develop performance benchmarks and metrics
 - Specific, measurable and have a direct relationship to program goals
 - Identify what is being measured, the data source and the collection method
 - Metrics are used to measure acceptable level of performance
 - Describe feedback mechanism – address non-performance early
- Including performance benchmarks and metrics in your solicitation can ensure a successful handoff by:
 - Establishing vendor performance requirements upfront
 - Confirming stakeholder responsibilities for monitoring



Talk it Out: Pre-Award Meeting



- DCF holds a pre-award meeting within 30-days of the intent to award
- Purpose of this meeting is to:
 - Ensure timeliness of contract signing
 - Increase understanding of contract requirements
 - Develop productive relationships among stakeholders
 - Ensure fiscal and performance monitoring
 - Improve transparency, communication and efficiencies throughout contract lifecycle

Pre-Award Meeting Topics



- **Performance**
 - Develop metrics, goals and objectives
- **Contract Language**
 - Identify changes required by federal law or program needs
- **Kick-Off Meeting**
 - Decide what will be discussed with vendor during kick-off and who will attend
- **Follow Up**
 - Determine if group needs any additional meetings and assign follow up tasks

Meet & Greet: Contract Kick-Off Meeting



- Introductions - vendor to stakeholders and explain the role each team member will serve
- Basic information
 - Share information on doing business with the State (especially for new vendors)
 - Explain how payments will be made
- Review contract requirements - deliverables, timelines, invoicing/payment
- Communication Plan
 - Contact information for key staff
 - Daily operations and issue escalation
 - Agree to frequency of check-ins and meetings throughout the contract

Follow Up



- Schedule regular internal check-ins throughout life of the contract, **not just when problems arise**
 - The format and the frequency of the check-ins should be determined by how complex and critical the contract is
- Create a working contract file for sharing information during the contract
 - Include: notes, documented performance issues
 - Make it accessible to all stakeholders

Building to Best Practices: *Department of Workforce Development*

If we consider the best practices covered in the previous slides the finish line, how do we build to those?

We're going to hear from Meredith Cook about DWD's experience building a process and a few lessons they've learned as a result.



Getting Started

- Management Support
- Assemble Stakeholder Team – Including, but not limited to:
 - Procurement
 - Legal
 - Program Area Representatives
 - Key Management
- Recommend having a Project Manager assigned



Getting Started

- Finding tools that work for your agency
 - Contract Management Systems
 - Databases
 - Spreadsheets
- Developing processes that work with the selected tools
 - Workflows
 - Map out processes
 - Document final processes to communicate to program areas



Session Takeaways

- We presented you with some best practices used to ensure a smooth contract handoff, and discussed how this is a process and not a single event in time
- We heard about the best practices DCF have used to establish their contract management process
- We looked at DWD's experience building a contract offboarding process to offer ideas about where to start

A huge THANK YOU to Sue Handrich-Herr of DCF and to Meredith Cook of DWD for sharing their experience!



Questions?

Thank you for participating!

